Sibelius 5

Latest information and technical help

Edition 5.2 • April 2008
Only for inclusion in Sibelius 5 new copies and upgrades

Latest information

Sibelius does not start on Windows

If you find that Sibelius does not run when you double-click its shortcut (on your Desktop or in your Start menu), or crashes immediately after starting, please read the following Help Center article: http://www.sibelius.com/helpcenter/en/a563

If you find that Sibelius does start to run, but hangs when the splash screen appears when the text Initializing playback devices appears, please read the following Help Center article: http://www.sibelius.com/helpcenter/en/a549

Installing Sibelius Sounds Essentials

Before you install Sibelius Sounds Essentials, check that you have at least 3GB free hard disk space. The installer will not warn you if you run out of disk space during installation, so please check before you start installation.

Sound sets

We regularly release new and updated sound set files for external MIDI sound modules and synthesizers and for virtual instruments. If you have a device for which no suitable sound set is listed in Play ▸ Playback Devices, or if you experience any odd playback through your existing playback devices, choose Help ▸ Check For Updates to check for the availability of new and updated sound sets in the online Help Center.

Opening Acorn Sibelius files on Intel-powered Macs

If you are using Sibelius 5 on an Intel-powered Mac, please note that the ability to open Acorn Sibelius files is not available on your computer. If you need assistance with converting your Acorn files, please contact technical support.

Acknowledgement

The musical example of function symbols that appears in topic **3.5 Figured bass and Roman numerals** in Sibelius Reference is an arrangement by Martin Ramroth of the German folk song *Es, es, es und es*, reproduced by permission.

How to get help

Before seeking technical help, please ensure that your query is not answered by the Handbook, tutorial videos, Sibelius Reference or the online Help Center. To access the Help Center, choose **Help ▸ Help Center** in Sibelius, or visit **www.sibelius.com/helpcenter**. You can also ask your question on the chat page in the online Help Center, where you can get help from other Sibelius users.

We provide help on installing and using Sibelius. If you have problems with your computer, printer, soundcard, MIDI equipment, scanner, website, or other software, we will only be able to offer general advice and may not be able to help – your hardware/software or Internet provider is ultimately responsible for solving this kind of problem.

How to get help

Please use email, fax or mail rather than phoning if you do not need an immediate response.

If you phone for help, have your User Guide and a pen and paper to hand when you call, and be in front of your computer if possible. We may ask you for the last 6 digits of your serial number (on the back of your CD-ROM case, beginning with the letters SC or SW) to help us look you up – write them here for convenience: _____

Please contact the technical help center for the country where you bought Sibelius or your most recent version upgrade. (If you bought Sibelius abroad, you can only get technical help from the country where you *bought* Sibelius, not the country where you live, unless you've bought an upgrade since.) Technical help may be limited or unavailable between 24 December and 1 January.

- *Australia:* Sibelius Australia, email: **helpAU@sibelius.com**, tel: 08 8277 1722, fax: 08 8277 1799.

  You are entitled to 90 days' free technical help by phone, starting from when you register Sibelius. There is no time limit on technical help by email, fax, mail, and the Help Center at **www.sibelius.com**. If you have problems with installing, registering, or upgrading, you can always get technical help by telephone, even if your 90-day entitlement has expired. You can also pay for extended phone help – contact us for details. To register Sibelius in Australia by phone, you should also use the above phone number.
- *Austria:* Weiss & Kadlec GmbH, email: **info@weiss-kadlec.at**, tel: 01 667 45390, fax: 01 667 453921.
- *Belgium, Netherlands, Luxembourg:* Music Electronics, email: **info@muselec.be**, tel: (+32) 09 348 5508 (Wednesday-Saturday 10.00-12.30 & 14.00-18.00, Sunday 14.00-18.00), fax: (+32) 09 348 2386.
- *Czech Republic & Slovakia:* Disk Multimedia s.r.o., email: **disk@disk.cz**, tel: 0501 454 769, fax: 0501 456 363.
- *Denmark:* CyberFarm, email: **info@cyberfarm.dk**, tel: 0 70 20 90 99.
- *Finland:* Carbo'n Music Oy, email: **info@carbonmusic.fi**, tel: 0207 411 370.

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- *France:* Steinberg France, email: **sibelius@steinberg.fr**, tel: 01 46 77 42 40, fax: 01 46 77 42 41.
- *Germany:* M3C Systemtechnik GmbH, email: **support@m3c.de**, tel: 030 789 0790 (Monday-Friday 13.00-17.00), fax: 030 785 6849.
- *Greece:* Nakas Music House SA, email: **s.beratis@nakas.gr**, tel: 01 210 668 6000, fax: 01 210 668 6108.
- *Hungary:* Midisoft Studio kft, email: **midisoft@mail.datanet.hu**, tel: 1 467 3310 / 1 469 0699, fax: 1 467 3323.
- *Iceland:* Tonastodin, email: **tonastodin@tonastodin.is**, tel: 552 1185, fax: 562 8778.
- *Ireland:* One Source Computer Services, email: **source@indigo.ie**, tel: 01 453 1233, fax: 01 454 5495.
- *Italy:* Midiware, email: **supporto@midiware.com**, tel: 06 3036 3456 (Monday and Thursday afternoons), fax: 06 3036 3382.
- *Japan:* Sibelius Japan, email: **support-jp@sibelius.com**.
- *New Zealand:* Computer Music Systems, email: **info@computermusic.co.nz**, tel: 09 420 9952, fax: 09 420 9957.
- *Norway:* Siv. Ing. Benum AS, email: **post@benum.no**, tel: 22 13 99 00.
- *Poland:* Media Business Solutions, email: **info@mbspro.com.pl**, tel: 048 22 851 10 40, fax: 048 22 851 10 41.
- *Singapore:* Graphic Edumedia, email: **gmmrkc@pacific.net.sg**, tel: 674 93656 / 674 95691, fax: 065 674 95691.
- *South Africa:* Tuerk Music Technologies, email: **hohner@hot.co.za**, tel: 011 792 8402, fax: 011 792 8465.
- *Spain:* Microfusa, email: **servicios@microfusa.com**, tel: 93 435 36 82, fax: 93 347 19 16.
- *Sweden:* Fitzpatrick AB, email: **sibelius@sibelius.se**, tel: 08 587 915 00, fax: 08 587 915 99.
- *Switzerland:* Giant Electronics Ltd, email: **info@giant.ch**, tel: 032 327 2570, fax: 032 327 2578.
- *UK:* Technical Help, Sibelius Software, email: **sibhelpUK@sibelius.com**, tel: 020 7561 7997 (+44 20 7561 7997) Monday-Friday 10am-6pm UK time except public holidays, fax: 020 7561 7888 (+44 20 7561 7888).

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